

Vendor Management: Managing, Monitoring and Controlling Vendor Relationships

April 10 – 12, 2013

Department of Conservation
Training Building Conference Room
2901 W Truman Blvd, Jefferson City
Investment: \$349.00 per person

Course Description:

This **3-day course** will use discussion, case studies and group activities to provide participants with detailed instruction in areas that include pre-solicitation, solicitation and award of a contract. Each participant will develop tools to enhance their ability to work with vendors, have a clear understanding of vendor motivation, and techniques to achieve win-win relationships. The course will focus on ways to select, monitor and control vendors, as well as how to make vendors a partner – or an extension as stakeholders who deliver the right performance throughout the length of the project. In addition, this course will also concentrate on other critical aspects of vendor management, such as developing vendor management plans, identifying performance measurements and discussing various contract types, their strengths and weaknesses.

The course will follow one or more of Project Management Institute's nine knowledge areas of PMBOK® Guide.

Course Objectives:

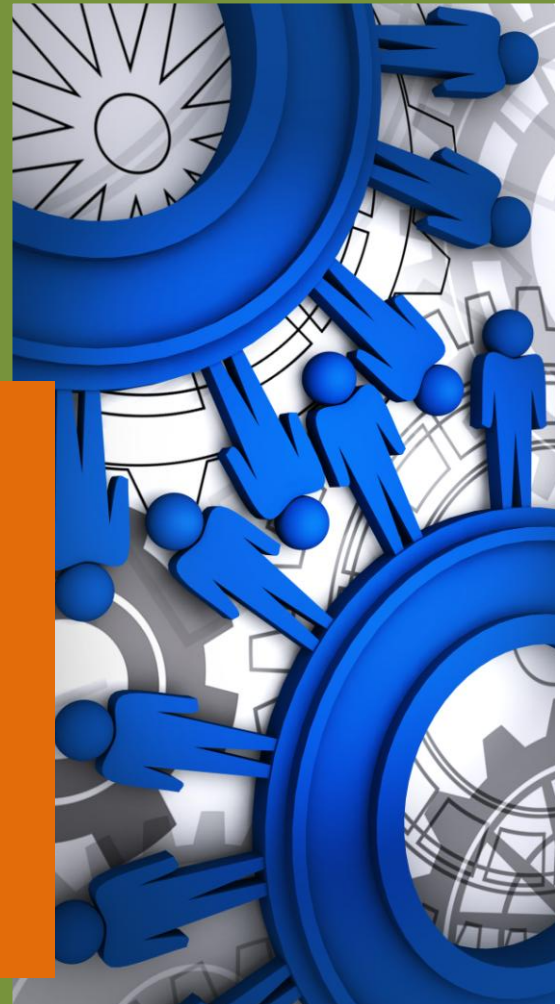
Objective 1: Discuss vendor challenges

- ☐ Examine the future of vendor relationships
- ☐ Compare purchaser and vendor motivations
- ☐ Compare the pros and cons of outsourcing a project to a vendor
- ☐ Discuss reasons for vendor relationships
- ☐ Examine the real world of culture and language
- ☐ Evaluate how vendor management can benefit organizations

Objective 2: Examine phases in the acquisition process

- ☐ Explain the duties of the contract officer
- ☐ Identify best practices of vendor management
- ☐ Discuss reasons and roles for a Vendor Management Office
- ☐ Compare the procurement cycle to project management
- ☐ Compare organizational and government procurement processes

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Objective 3: Examine 5 phase process of vendor management

Phase one: Pre-Award Stage

- ☐ Forecasting future requirements
- ☐ Acquisition planning
- ☐ Project scope statements
- ☐ "Make or buy" discussion
- ☐ Baseline estimated cost
- ☐ Successful steps for creating an effective RFP
- ☐ Examine what impacts the RFP process
- ☐ Designing a statement of work
- ☐ Key elements of a performance work statement
- ☐ Methods of contract surveillance

Phase two: Source selection

- ☐ Techniques on setting expectations with the vendor
- ☐ Conducting a risk analysis of each vendor
- ☐ Criteria for evaluating the vendors
- ☐ Vendor evaluation process
- ☐ Sealed bidding process
- ☐ Qualifications for vendor selection

Phase three: Award Contract

- ☐ Vendor management plan
- ☐ Vendor measurements or scorecard
- ☐ Vendor performance
- ☐ Negotiation strategies used by vendors
- ☐ Strengths and weaknesses of contract types

Phase four: Contract management

- ☐ Work plan to fulfill statement of work
- ☐ Benchmarks
- ☐ Communication
- ☐ Status and performance meetings
- ☐ Types of audits and auditing processes
- ☐ Internal and vendor project manager relationships
- ☐ Difference between internal, external and third party auditing
- ☐ Areas for the auditing examination
- ☐ Vendor conflicts and how to resolve them
- ☐ Best practice guide sheet for auditing
- ☐ Monitoring contractor requests for payment
- ☐ Contract modifications
- ☐ Contract termination for convenience
- ☐ Contract termination for default
- ☐ Contract disputes
- ☐ Ethical standards and procurement integrity

Phase five: Contract closure

- ☐ Knowledge transfer
- ☐ Vendor/customer handoff
- ☐ Steps in contract closeout

